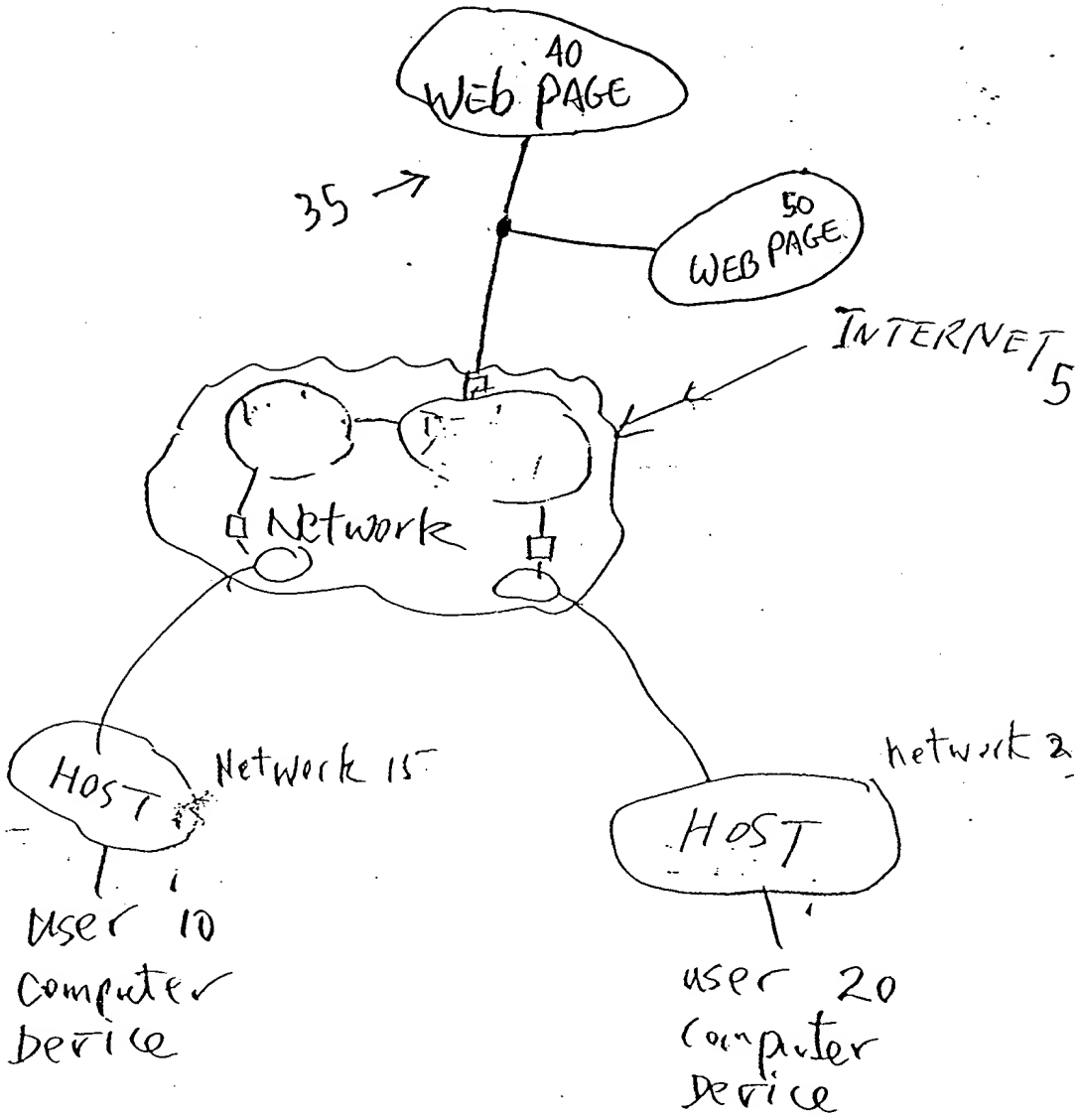

(PRIOR ART)

Fig 1

07050515.050501

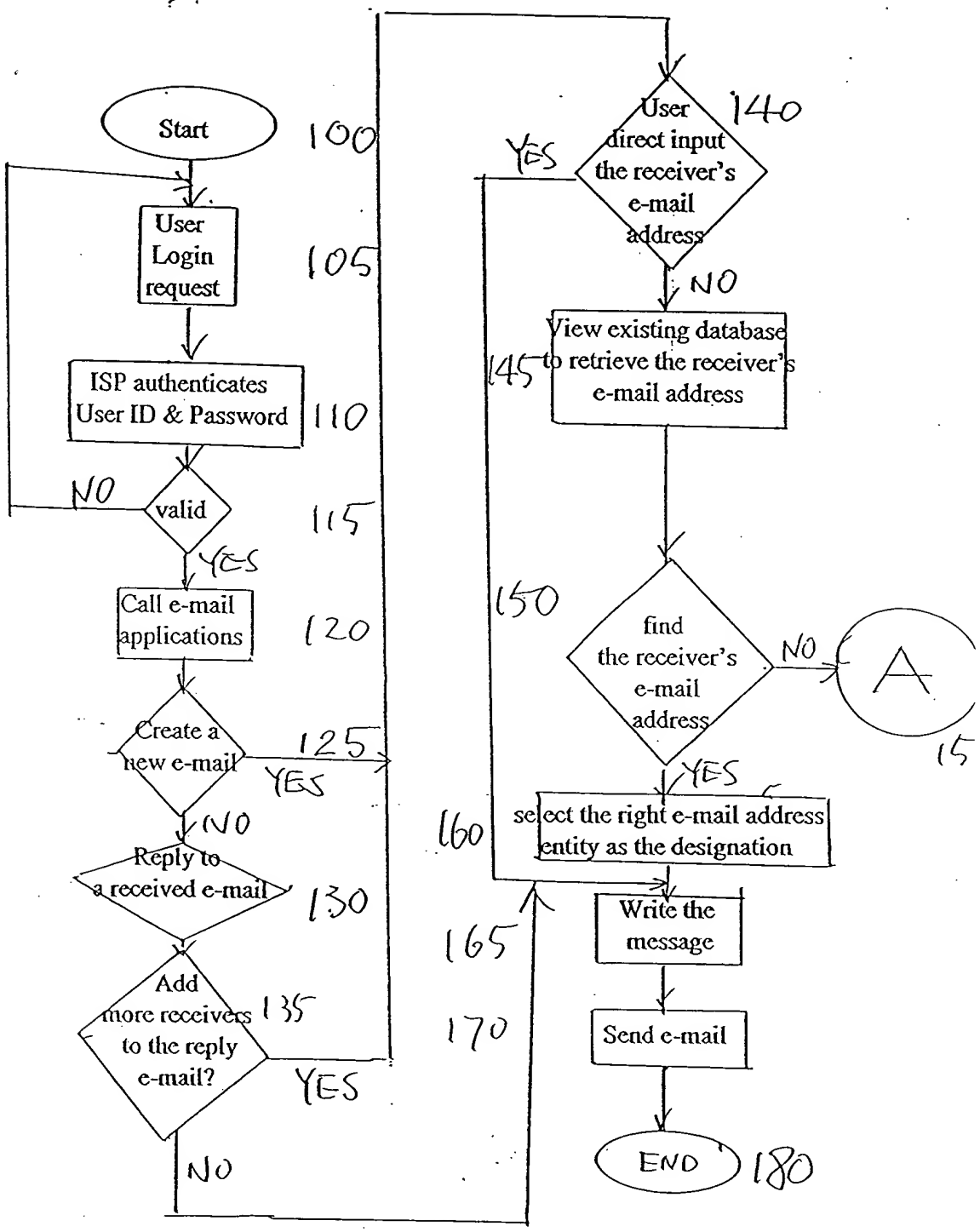
Start
100
User Login request
105
ISP authenticates User ID & Password
110
valid
115
NO
YES
Call e-mail applications
120
Create a new e-mail
125
YES
NO
Reply to a received e-mail
130
Add more receivers to the reply e-mail?
135
YES
NO
User direct input the receiver's e-mail address
140
YES
NO
View existing database to retrieve the receiver's e-mail address
145
find the receiver's e-mail address
150
NO
A
15
YES
select the right e-mail address entity as the designation
160
Write the message
165
Send e-mail
170
END
180

FIG 2A

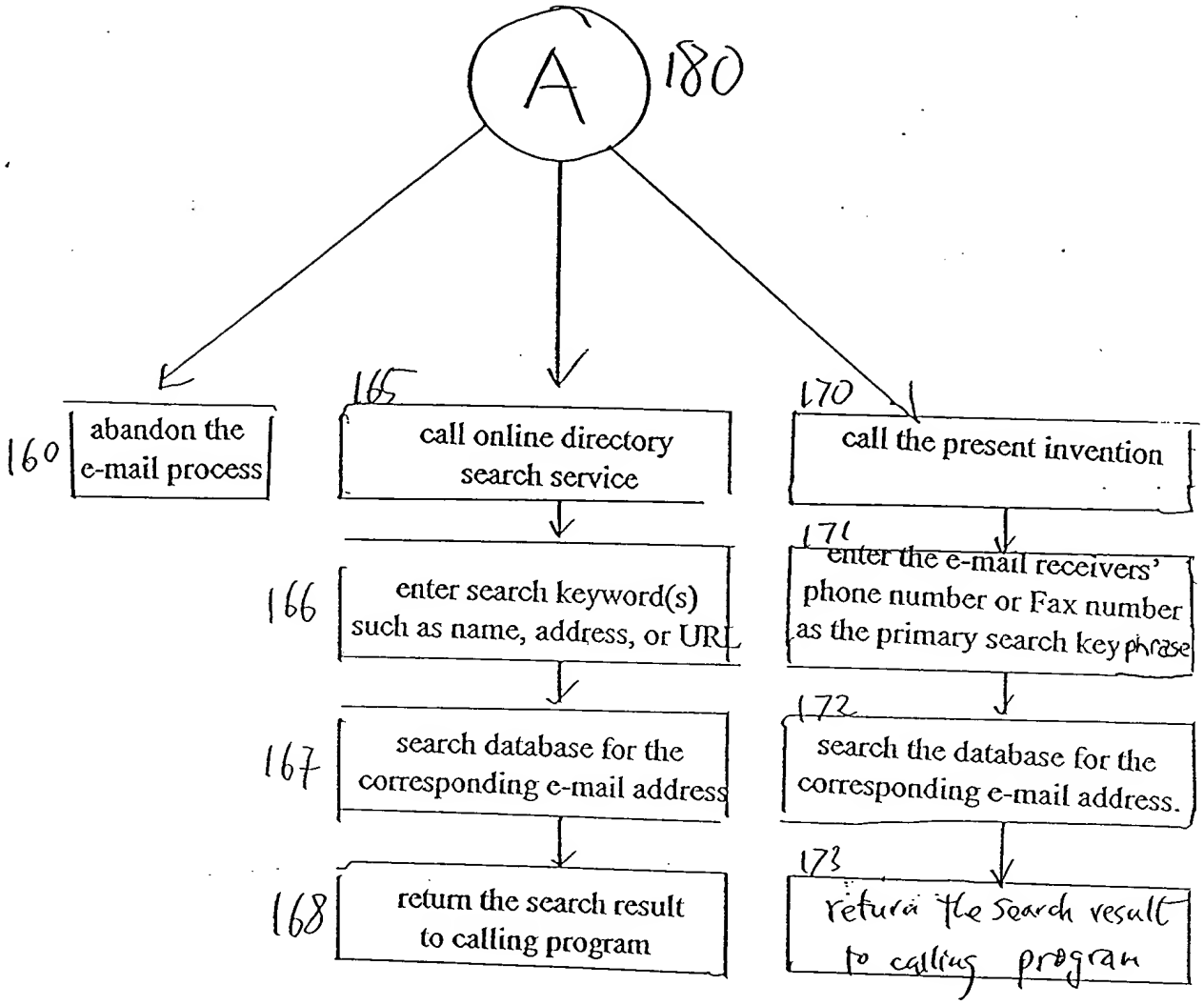
A
180
160
abandon the e-mail process
165
call online directory search service
166
enter search keyword(s) such as name, address, or URL
167
search database for the corresponding e-mail address
168
return the search result to calling program
170
call the present invention
171
enter the e-mail receivers' phone number or Fax number as the primary search key phrase
172
search the database for the corresponding e-mail address.
173
return the search result to calling program

FIG 2B

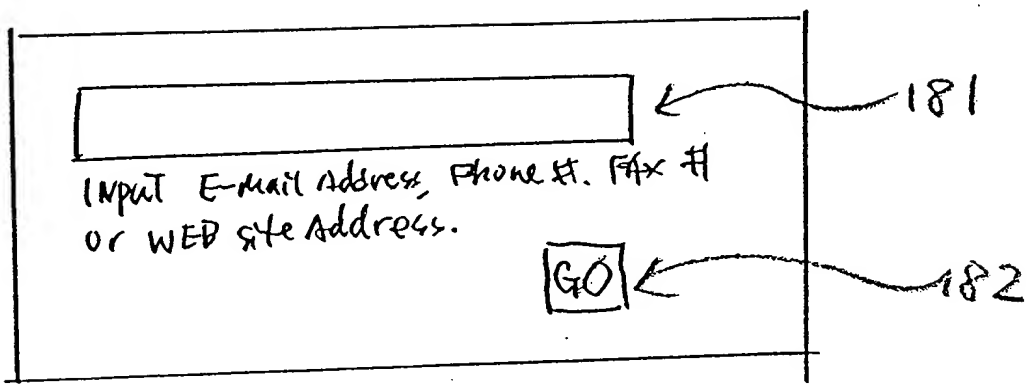

FIG 3A

Docket: 95-95-CIP-DIV-CON

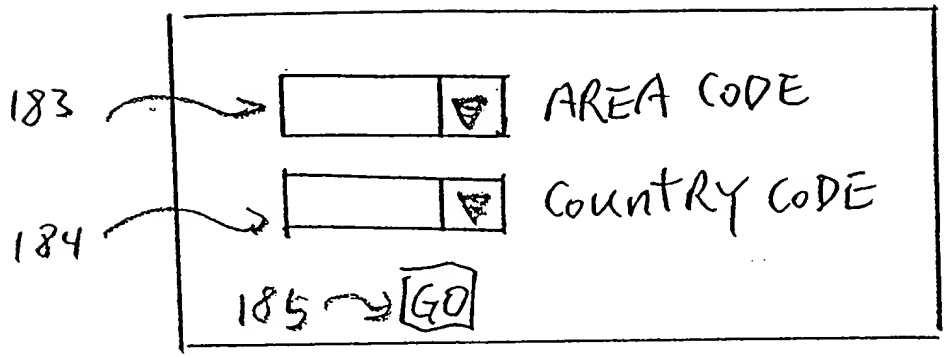

FIG 3B

0054554.0500010

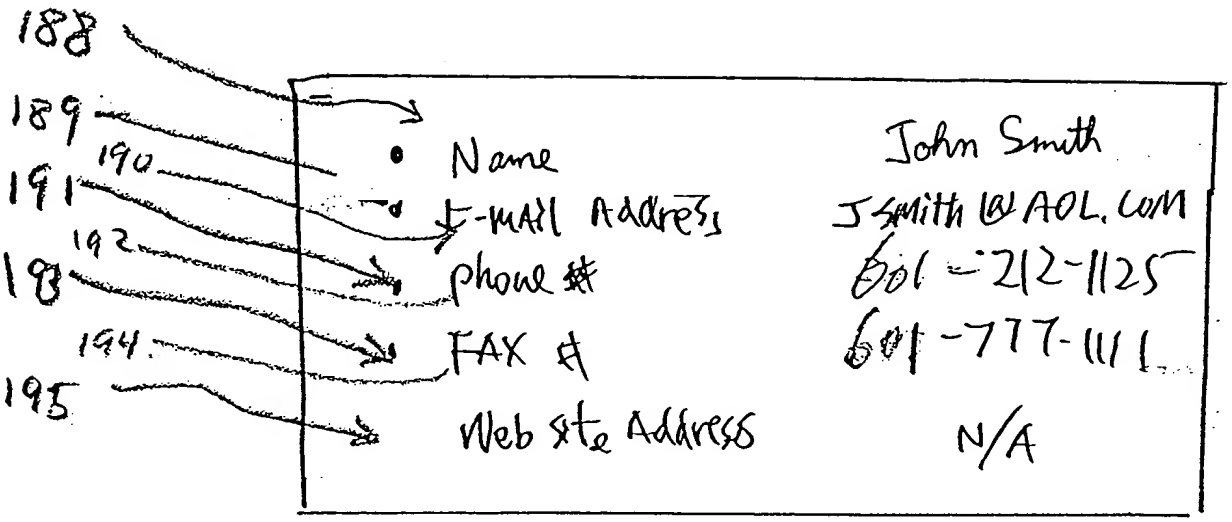

FIG 3C

05585451.050200

05585454-060400

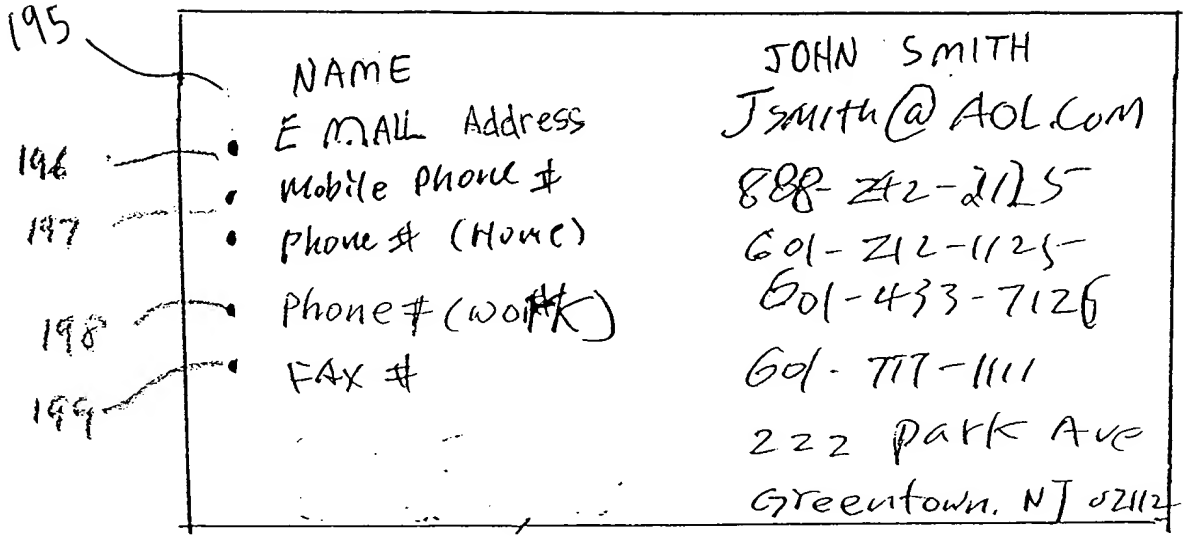

Fig 3D

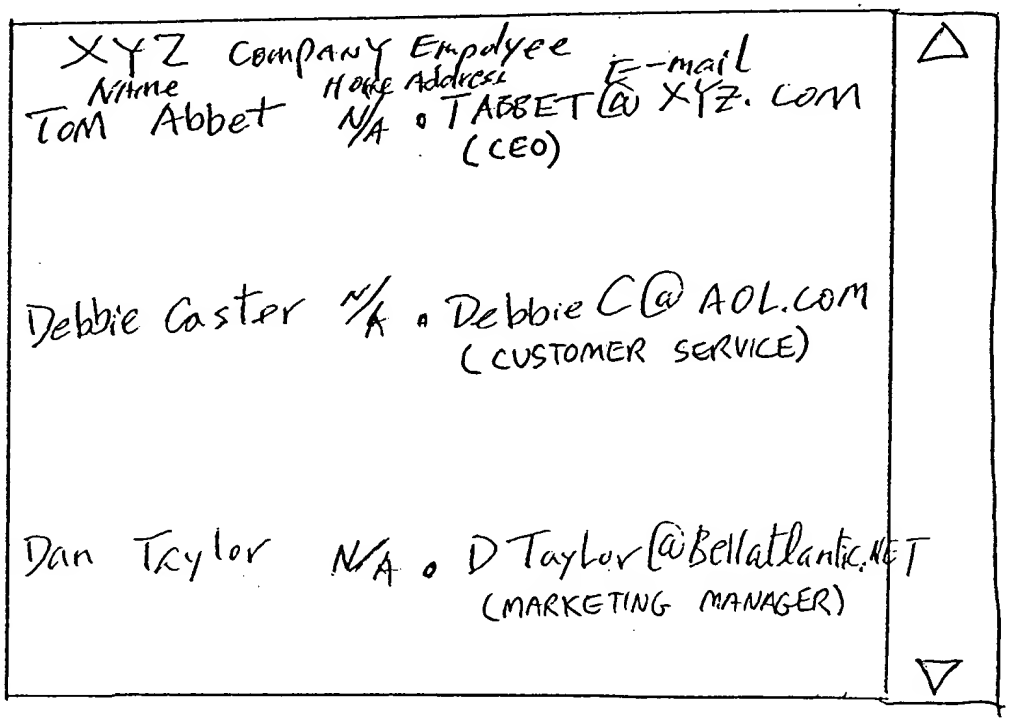

Fig 3E

05954454.060100

BEST BUY 121 MARKET ST. Philadelphia

- phone #
- FAX #

BEST BUY 247 chestnut st philadelphia

- Phone #
- FAX #

BEST BUY 14 Fort st philadelphia

FIG 3F.

D05951541.060100

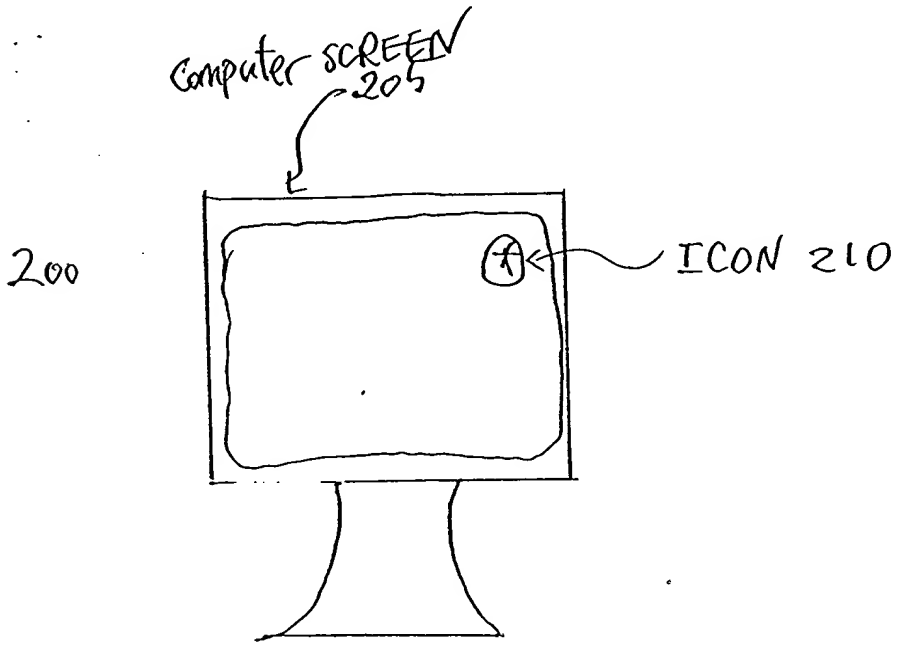

Fig 4A

05805454.060400

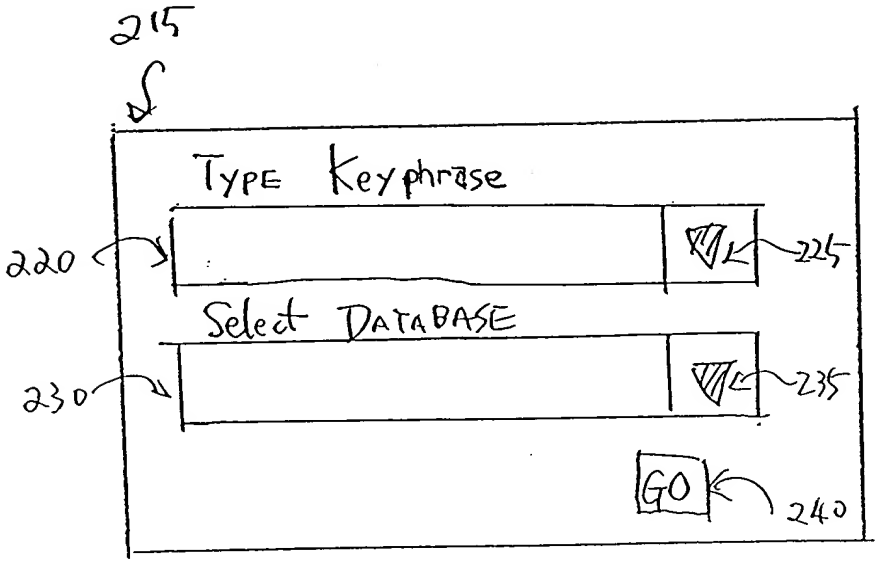

FIG 4B

0955454.0606

09573680 - 050502

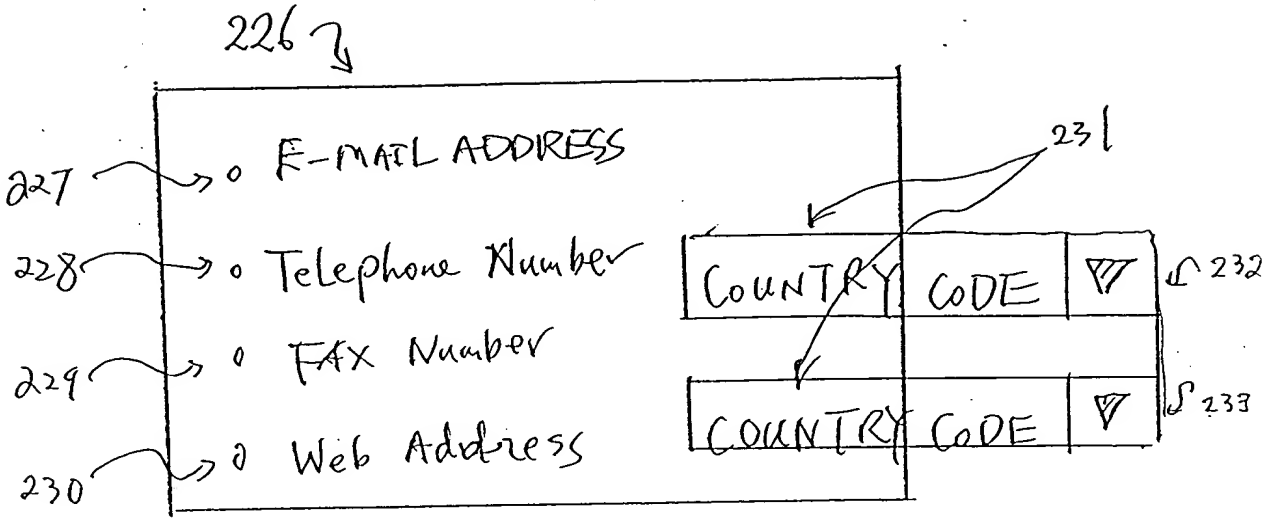

FIG 4C

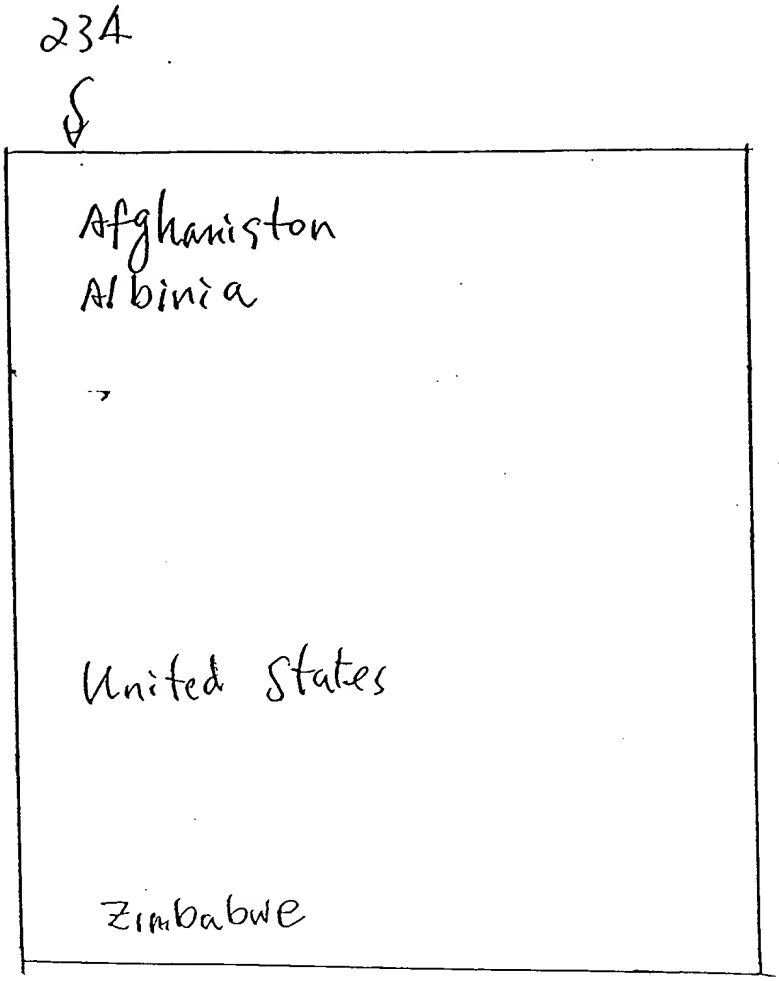

FIG 4D

05050405.050402

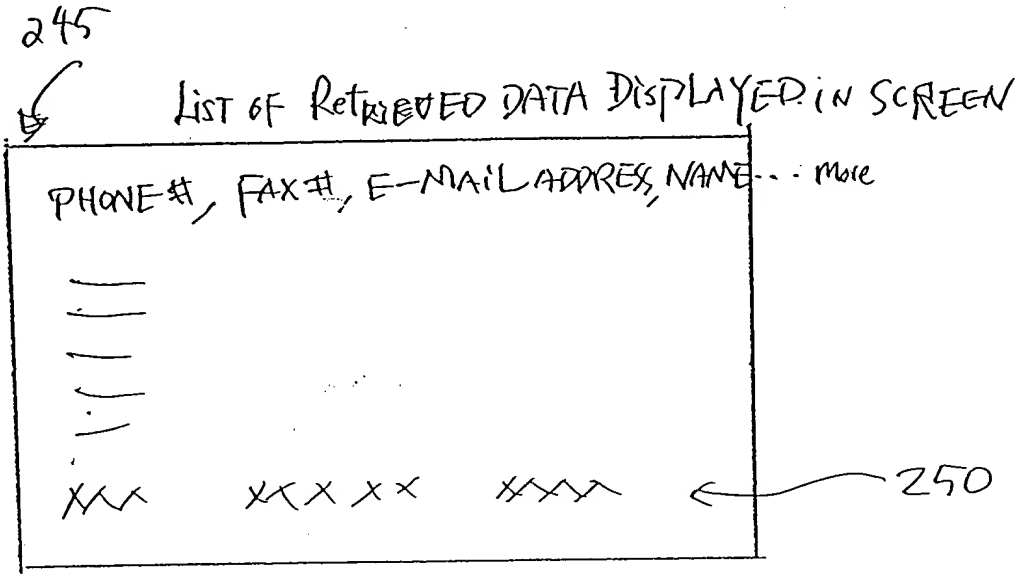
245
LIST OF RETRIEVED DATA DISPLAYED IN SCREEN
PHONE #, FAX #, E-MAIL ADDRESS, NAME... more
250

FIG 4E

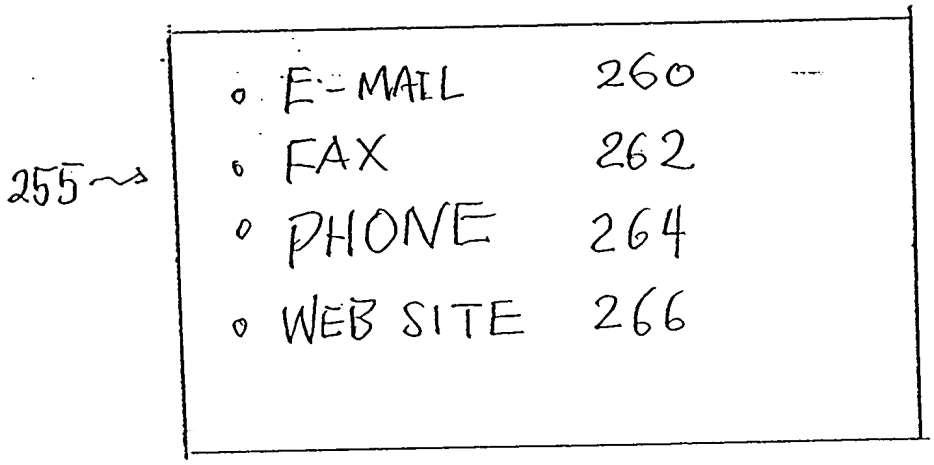

FIG 4F

05854534.050200

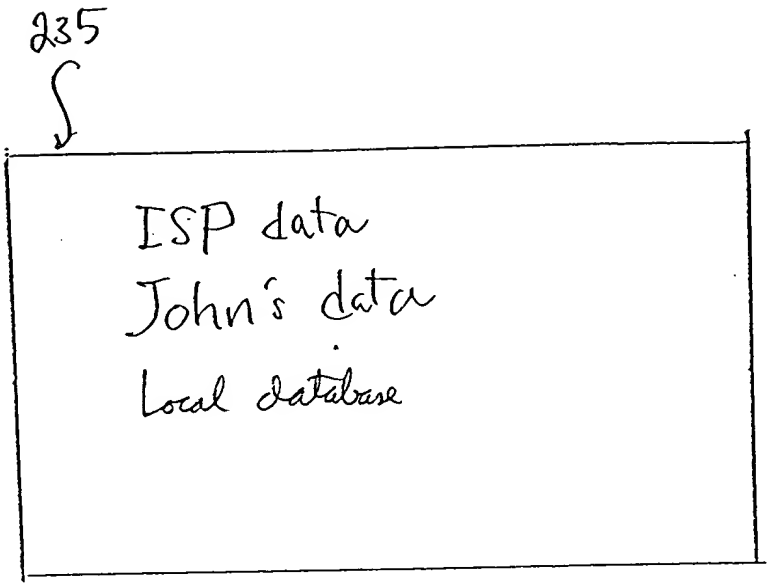

FIG 4G

0605454.000400

500

KEYPHRASE:

504a	504b	504c	504n-2	504n-1	504n
NAME	BUSINESS PHONE NUMBER	EMAIL ADDRESS	. . .	. . .	. . .

502

FIGURE 5A

500 — KEYPHRASE : MARY ADAMS cisco customer service

510 — TABLE HEADINGS

- account number
- balance
- business address
- business facsimile number
- ✓ business phone number
- cellular phone number
- email address
- ✓ extension
- home address
- home facsimile number
- home page
- home phone number
- ✓ name
- pager number
- stock symbol
- ✓ title
- vacation home address
- vacation home facsimile number
- vacation home phone number

create customized heading

502

504a NAME	504b TITLE	504c BUSINESS PHONE NUMBER	504d EXTENSION

FIGURE 5B

000090 "TST8860

KEYPHRASE : CISCO

500

504a NAME	504b BUSINESS FACSIMILE NUMBER	504c HOME PAGE	504d E MAIL ADDRESS	504e BUSINESS PHONE NUMBER	504f STOCK SYMBOL

502

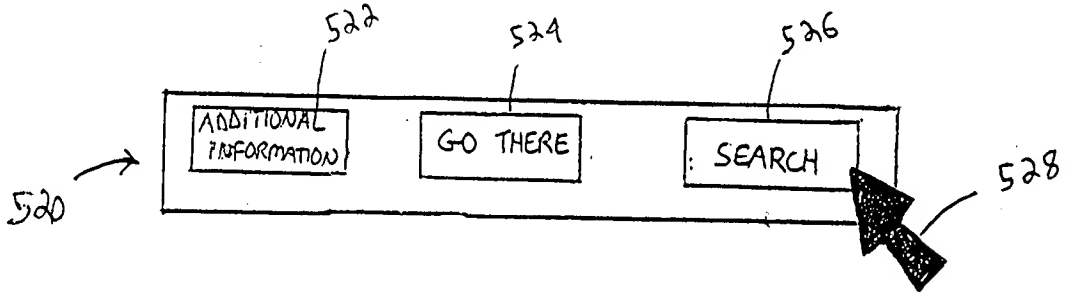

FIGURE 5C

00090 "TST58560

KEYPHRASE : CISCO

500

504a NAME	504b BUSINESS FACSIMILE NUMBER	504c HOME PAGE	504d E MAIL ADDRESS	504e BUSINESS PHONE NUMBER	504f STOCK SYMBOL
508a — CISCO SYSTEMS, INC	389-476-1212 MAIN NUMBER	www.cisco.com	EMAIL@cisco.com MAIN ADDRESS	389-471-1591 MAIN NUMBER	CSCO

552

550a 550b 550c 550d

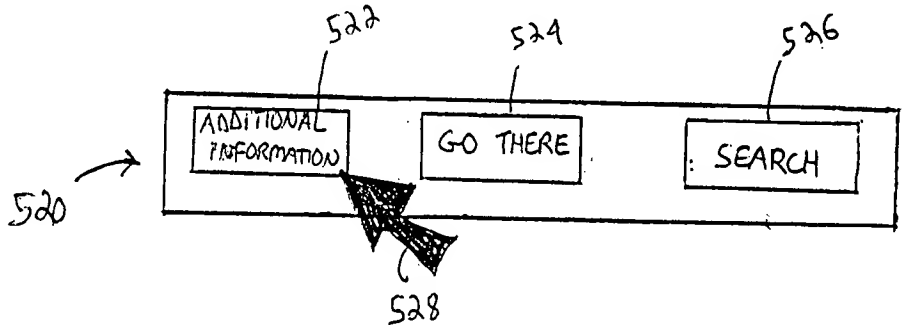

FIGURE 5D

KEYPHRASE: CISCO

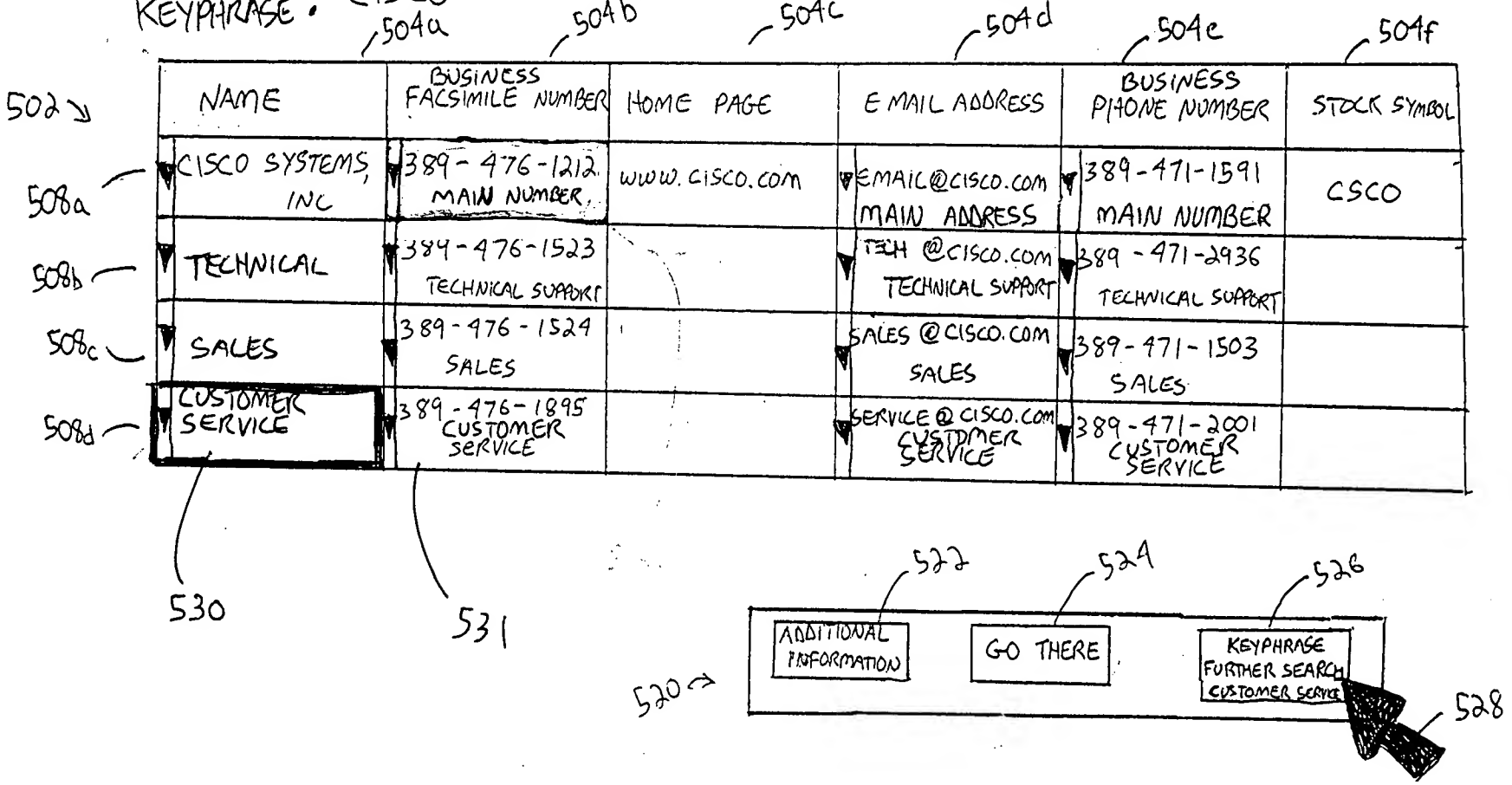

FIGURE 5E

00090 "TST8560

500 KEYPHRASE : CUSTOMER SERVICE

502 →

504a NAME	504b BUSINESS FACSIMILE NUMBER	504i TITLE	504d EMAIL ADDRESS	504e BUSINESS PHONE NUMBER	504h EXTENSION
KATE SKUBIN	389-476-1212 CUSTOMER SERVICE	GROUP DIRECTOR	KSKUBIN@CISCO.COM	389-471-1591 CUSTOMER SERVICE	3113
LISA CARDS	389-476-1212 CUSTOMER SERVICE	CUSTOMER SERVICE REPRESENTATIVE	LCARDS@CISCO.COM	389-471-1591 CUSTOMER SERVICE	3114
ROBIN NOLES	389-476-1212 CUSTOMER SERVICE	CUSTOMER SERVICE REPRESENTATIVE	RNOLES@CISCO.COM	389-471-1591 CUSTOMER SERVICE	3115
FRED KANES	389-476-1212 CUSTOMER SERVICE	CUSTOMER SERVICE REPRESENTATIVE	FKANES@CISCO.COM	389-471-1591 CUSTOMER SERVICE	3118

502a

542

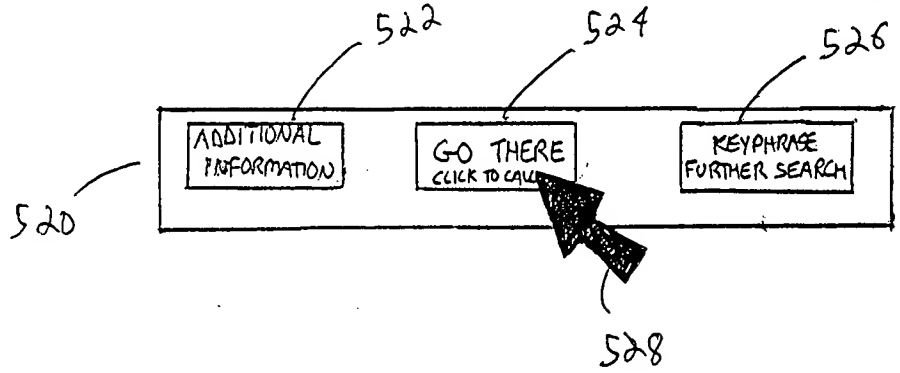

FIGURE 5F